

Administration Volume  
Certification Section

Transfer of Certification and Verification of Certification (VOC) (3.02900)

ER# 3.02900

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**POLICY:** ~~To continue current program benefits and to prevent dual participation, Verification of Certification (VOC) shall be issued to any participant who is or is likely to be relocating, such as migrant farm workers or military personnel, during an active certification period.~~

To assure continuation of program benefits and to prevent dual participation, a Verification of Certification (VOC) shall be issued to participants who are relocating to another state, or are likely to be relocating, during an active certification period. Migrant farm workers and military households are common examples of participants which may need a VOC.

The local WIC provider shall respond as soon as possible to a request for transfer from an active WIC participant or a WIC agency from another state.

If the receiving LWP has a waiting list for participation, the transferring participant shall be placed on the list ahead of all waiting applicants, regardless of the priority of their nutritional risk criteria.

**PROCEDURES:**

**Participant:**

- A. The participant should inform the local WIC provider when leaving the service area so that the participant records can be prepared for transfer and a VOC provided when necessary.
- B. The participant transferring from one agency to another agency in Missouri should receive service at the new agency in the same month in which the request was made, unless the participant has already received food instruments for that month.

**Transfer Out (Sending Agency)**

- A. When a participant or guardian informs the LWP of a move out of the agency service area, the agency shall inquire whether the move is within Missouri or outside of Missouri.
- B. If the move is outside of Missouri, the following steps will be taken:
  - 1. A Verification of Certification (VOC) will be printed from MOWINS, signed by the LWP staff and given to the participant ~~or mailed to the other WIC agency if requested.~~ The Verification of Certification shall include the name of the participant, the date the certification was performed, the date income eligibility was last determined, the nutritional risk condition of the participant, the date the certification period expires, the signature and printed or typed name of the

certifying local agency official, the name and address of the certifying local agency and an identification number or some other means of accountability.

If the participant moves outside Missouri without notifying the Missouri LWP, the LWP shall mail or send by secure fax the VOC to the requesting participant or other WIC agency. The sending LWP shall verify the identity of the requesting participant or other WIC agency. Participant needs to authorize the release of their records if they wish them to be sent to another non-WIC program. A copy of the signed authorized form/statement will be scanned in MOWINS.

a. If applicable, ensure appropriate measures are taken to collect loaned breast pumps included in the agency's equipment inventory.

b. If the participant is receiving Food Package III the medical documentation form (WIC 27) should be printed and sent with the participant.

2. The participant is automatically terminated from MOWINS.

C. If the move is within Missouri, give to the participant the contact information about the nearest LWP to the new home. Include the LWP name, address, and phone number.

#### Transfer In (Receiving Agency)

A. When a participant or guardian contacts the LWP to find out about transferring into the agency, the LWP shall inquire whether the transfer is within Missouri or outside of Missouri.

1. If the transfer is from another state WIC program, the following steps will be taken:

a. If the participant has a VOC for an active certification period,

i. The LWP must complete a statewide search in MOWINS prior to entering participant(s) records in the system as a VOC certification. The VOC is valid until the certification period expires, and shall be accepted as proof of eligibility for Program benefits. The VOC end date cannot be extended. The LWP will need to prorate the food package to the end of the certification period. ~~Assign the same FI issuance cycle as stated in the VOC document. Scan the VOC in MOWINS and return the VOC to the participant or shred it. Refer to [ER# 2.04910](#).~~

b. ~~If the participant does not have a VOC for an active certification period, contact the previous agency to verify current certification and obtain the required VOC information. If the participant is in an active certification period, enter the participant(s) records in the data system as a VOC Certification. If the participant is not in an active certification period, treat the participant as new.~~

c. ~~If the participant has food instruments from another state WIC program, deface the FIs, and return them to the issuing agency.~~

- ii. Enter the participant(s) records in the data system as a VOC certification, update demographics, and offer voter registration.
- iii. For all postpartum women and infants, the Health Information tab must be updated; this includes the participant link(s) and the amount of breastfeeding.
- iv. Assign the same FI issuance cycle as stated in the VOC document (monthly, bi-monthly, tri-monthly). If the VOC document from out-of-state is incomplete or unclear, the LWP should contact the state/agency that provided the VOC.
- v. Scan the VOC in MOWINS and return the VOC to the participant or shred it.
- vi. Refer to ER# 2.04910 for nutrition related procedures.
- vii. If the participant has food instruments from another state WIC program, deface the FIs and return them to the issuing agency.
- viii. If the infant is on a contract formula, the same formula will be issued.
- ix. If the infant is on a non-contract formula, a comparable contract formula will be issued.
- x. If the participant is on Food Package III and the participant has medical documentation that has been approved from the sending agency and the exempt formula/medical food is in the Food and Formula Reference Guide, the exempt formula/medical food will be issued for the length indicated on the medical documentation form up to 6 months duration.

Note: If the participant states they are on an exempt formula/medical food and do not have the approved medical documentation form, the agency ~~will~~ shall contact the sending agency and have the approved medical documentation provided. Exempt formula/medical food ~~will~~ can be issued for one month while the medical documentation is obtained from the sending agency. The medical documentation form ~~will~~ shall be scanned into MOWINS.

If the medical documentation form is not obtained from the sending agency, a new WIC 27 shall be obtained from a medical provider.

- b. If the participant is not in an active certification period, treat the participant as new.
- c. If the participant does not have a VOC for an active certification period, contact the previous agency to verify current certification and obtain the required VOC information
- d. Requests for a VOC from another WIC agency (Missouri or another state) do not require a release of information.

2. If the transfer is from another local agency in Missouri, any LWP staff can access the transfer feature of MOWINS and transfer each participant in the household to their agency. ~~Schedule an appointment for the participant to return:~~
  - a. ~~In the same month if food instruments are due, or~~
  - b. ~~Next month if food instruments are not due.~~
  - a. Schedule an appointment for the participant to return:
    - i. In the same month if food instruments are due, or
    - ii. Next month if food instruments are not due.
3. ~~If the participant has food instruments from the previous agency and are not expired, the participant can keep and use the FIs. If the FIs are expired, take the FIs, deface them and void the FIs in MOWINS.~~
4. ~~The receiving LWP should e-mail the LWP that the participant transfers from to notify them that the participant has been transferred out of their agency. Include participant's name and state WIC ID number.~~
  - b. If the participant has food instruments from the previous agency and are not expired, the participant can keep and use the FIs. If the FIs are expired, collect the FIs and deface them.
    - i. For participants transferring from Labor Delivery Recover Postpartum (LDRP – Hospital setting) refer to ER# 2.02800, ER# 2.04910, & ER#3.08100.
  - c. The receiving LWP should call/e-mail the LWP that the participant transfers from to notify them that the participant has been transferred out of their agency. Include participant's name and state WIC ID number.